

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
AGRC	Application Services	Ken Ainge	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Brian Bintz	2 0	2 0
		Scott Wunderlich	1 0	1 0
		Tom Hanson	3 3	3 3
		Assigned to Individual Total	6 3	6 3
	Capitol Hosting	Joe Benson	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		10 3	10 3

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

	Low	FCR Total
Customer Company Total	10 3	10 3

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
AGRC	Application Services	Ken Ainge	1	1
			1	1
	Capitol Desktop Support	Assigned to Individual Total	1	1
			1	1
		Brian Bintz	2	2
			0	0
		Scott Wunderlich	1	1
			0	0
		Tom Hanson	3	3
			0	0
		Assigned to Individual Total	6	6
			0	0
	Capitol Hosting	Joe Benson	2	2
			0	0
	Network Operations	Assigned to Individual Total	2	2
			0	0
		Michael Ostrander	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
	Assigned Group Total		10	10
			1	1

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

	Low	MIR Total
Customer Company Total	10 1	10 1

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
AGRC	Application Services	Ken Ainge	1 5.36	1 5.36
		Assigned to Individual Total	1 5.36	1 5.36
	Capitol Desktop Support	Brian Bintz	2 0.44	2 0.44
		Scott Wunderlich	1 0.14	1 0.14
		Tom Hanson	3 0.27	3 0.27
		Assigned to Individual Total	6 0.30	6 0.30
	Capitol Hosting	Joe Benson	2 0.13	2 0.13
		Assigned to Individual Total	2 0.13	2 0.13
	Network Operations	Michael Ostrander	1 0.72	1 0.72
		Assigned to Individual Total	1 0.72	1 0.72
	Assigned Group Total		10 0.82	10 0.82

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

	Low	ATTIR Total
Customer Company Total	10 0.82	10 0.82

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
AGRC	Application Services	Ken Ainge	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Capitol Desktop Support	Brian Bintz	2 0	2 0
		Scott Wunderlich	1 0	1 0
		Tom Hanson	3 0	3 0
		Assigned to Individual Total	6 0	6 0
	Capitol Hosting	Joe Benson	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Network Operations	Michael Ostrander	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		10 0	10 0

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

	Low	MR Total
Customer Company Total	10 0	10 0

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
AGRC	Application Services	Ken Ainge	1 5.37	1 5.37
		Assigned to Individual Total	1 5.37	1 5.37
	Capitol Desktop Support	Brian Bintz	2 1.45	2 1.45
		Scott Wunderlich	1 0.67	1 0.67
		Tom Hanson	3 2.17	3 2.17
		Assigned to Individual Total	6 1.68	6 1.68
	Capitol Hosting	Joe Benson	2 0.21	2 0.21
		Assigned to Individual Total	2 0.21	2 0.21
	Network Operations	Michael Ostrander	1 0.72	1 0.72
		Assigned to Individual Total	1 0.72	1 0.72
	Assigned Group Total		10 1.66	10 1.66

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

	Low	ATTR Total
Customer Company Total	10 1.66	10 1.66

Enterprise Incident Report November 2012

As of 12/4/2012

AGRC

Detail

INC000000603039	Matt Peters	PC/Laptop	Performance	None		TIR Missed: No	0.23
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.38
INC000000605543	Cindy Clark	PC/Laptop	None	None		TIR Missed: No	0.14
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Closed	TTR Missed: No	0.67
INC000000606169	Rick Kelson	PC/Laptop	None	Active Directory		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	2.89
INC000000608086	Scott T Davis	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000611391	Matt Peters	PC/Laptop	None	None		TIR Missed: Yes	5.36
	Application Services	Ken Ainge	AGRC	Low	Resolved	TTR Missed: No	5.37
INC000000613864	Scott T Davis	None	None	None		TIR Missed: No	0.72
	Network Operations	Michael Ostrander	AGRC	Low	Resolved	TTR Missed: No	0.72
INC000000614328	David Buell	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Resolved	TTR Missed: No	2.73
INC000000614483	Matt Peters	Network	Incident	None		TIR Missed: No	0.64
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	2.53
INC000000615896	Bert Granberg	Wireless Connectivity	Error	None		TIR Missed: No	0.79
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Resolved	TTR Missed: No	0.89
INC000000615948	Michael Foulger	Server	Error	None		TIR Missed: No	0.27
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: No	0.42